

Person Specification Operations Manager

The Futures Trust is committed to safeguarding and promoting the welfare of Children and Young People, and requires all staff and volunteers to share this commitment.

Responsible to	Designated Headteachers and the Operations Director
Salary	Negotiable subject to skills and experience
Hours	37 hours per week all year round a flexible approach to working hours is required
Location	Working across Trust Schools in Coventry including Stoke Park School

	Essential Criteria	Desirable Criteria	Measured By
Education and Qualifications	<ul style="list-style-type: none"> ☐ A recognised degree level Management / Business Administration qualification or equivalent ☐ GCSE's grade C or above in English and Maths or equivalent ☐ Full driving licence and own transport 		Application Form Certificates Licence

Skills and Abilities	<ul style="list-style-type: none"> ☐ Excellent business planning and deployment skills ☐ An ability to challenge the status quo and deliver continuous improvement ☐ Adept and creative problem solver with a positive, 'can do' attitude ☐ Able to handle difficult situations and to make decisions which may impact across several areas of the school ☐ Good commercial acumen and a talent for delivering excellent customer service 		Application Form Interview Presentation Exercise
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Skills and Abilities Continued	<ul style="list-style-type: none"> • Highly organised; can prioritise and work well under pressure, meeting strict deadlines and exercising attention to detail • Proven ability to develop effective professional working relationships with stakeholders across multiple functions and at all levels • Able to communicate effectively both verbally and in writing with a range of audiences (up to and including Governors) • Able to inspire, direct and manage people effectively • Strong leadership skills, including effective time management, prioritising and delegation techniques • Competent user of Microsoft Word, Excel, Outlook and Powerpoint • Able to learn to utilise school systems effectively • Able to maintain confidentiality • Able to plan for the efficient and effective use of available resources • Able to contribute to the development and maintenance of policies and procedures 		Application Form Interview Presentation Exercise
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	<ul style="list-style-type: none">• Able to follow the school's safeguarding procedures and recognise when to report any concerns		
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Experience	<div> <div>□ Extensive experience of operational management</div> <div>□ Strong, proven leadership within a school or service sector environment</div> <div>□ Experience of managing and developing a team of people, setting targets and conducting Performance Management</div> <div>□ Experience of managing contracts and contractual arrangements</div> <div>□ Risk management</div> <div>□ Budget management</div> <div>□ Setting targets and KPIs and monitoring delivery against these</div> <div>□ Working to deadlines</div> <div>Maintaining own professional development</div> </div>	<div> <div>□ Working in an education environment</div> <div>□ Events management</div> <div>□ Site and facilities management</div> </div>	Application Form Interview Presentation
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Knowledge and Understanding	<ul style="list-style-type: none"> ☐ Of all aspects of operations including site and facilities management, office management and reception (preferably in a school, charity or in the service sector) ☐ Knowledge of relevant regulatory requirements and the need to manage compliance ☐ Customer Service Delivery and the management control cycle ☐ Relevant health and safety requirements 	<ul style="list-style-type: none"> ☐ Of school systems including SIMS ☐ Of school applications and admissions processes ☐ School related legislation and regulatory requirements 	Application form Interview Presentation Exercise
Knowledge and Understanding Continued	<ul style="list-style-type: none"> • Safeguarding and promoting the welfare of children and young people, and that safeguarding is the responsibility of every individual • Safeguarding staff and students and an appreciation of how safe buildings and settings support this priority 		Application form Interview Presentation Exercise

Other requirements	<ul style="list-style-type: none"> • A professional role model who is committed to their own professional development and to developing others • Committed to and able to promote the aims of the school and the values of the Trust: Learners First, It's about Learning, No Barriers. • Able to work calmly under pressure and withstand stress • Able to work flexibly, and to attend meetings and INSET days as required 		Application Form Interview
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Person specification reviewed by: Victoria Hastie, Operations Director

Date: December 2019